



THE COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE OF LABOR AND WORKFORCE DEVELOPMENT
DEPARTMENT OF WORKFORCE DEVELOPMENT
DIVISION OF UNEMPLOYMENT ASSISTANCE

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Massachusetts is proud to begin working with employers to implement QUEST, the new online Unemployment Insurance (UI) system. As an employer in Massachusetts, XXXXXXXX is responsible for maintaining its online employer account. All previously registered Employer Accounts have been transferred into the new UI System. To ensure that we have up-to-date information and to activate your online UI account, an authorized representative for XXXXXXXX is required to log into the new UI system at www.mass.gov/uima with your current Division of Unemployment Assistance Employer Account Number (EAN) and the Temporary Password listed below.

Temporary Password: XXXXXXXX

The Agency site will be available beginning on December 7, 2009. All Massachusetts employers must activate their accounts no later than January 8, 2010.

During the account activation process a minimum of one Account Administrator must be listed for the business. The person initiating this self-service account will be asked to verify the employer account information, make updates, and provide missing information.

After completion of the account activation process, a permanent User ID and a new Temporary Password will be assigned and mailed to the authorized Account Administrator. For security purposes and to protect your account information, a new, permanent password will need to be established once you log on with your new credentials. Once formally established the Administrator will have access to all UI functions related to the account, as well as the ability to create and maintain additional account users.

If you need assistance during this process OR if you feel this information was assigned in error, please contact this agency at 617-626-5075.